

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.	Conf. No.: 3849
Application No.: 10/674,562	Art Unit: 2614
Filed: September 30, 2003	Examiner: DEANE, W. J. Jr.
Title: ESTIMATION OF EXPECTED VALUE FOR REMAINING WORK TIME FOR CONTACT CENTER EMPLOYEES	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

APPLICANT'S STATEMENT OF SUBSTANCE OF INTERVIEW
PURSUANT TO MPEP 713.04

Sir:

A personal interview was conducted on February 26, 2009, between Applicant's representative, Scott Wakeman, and Examiner William Deane. Claims 1, 11 and 19 were discussed as were the Mewhinney and Dezonno references. No exhibits were shown. Applicant's representative argued that Mewhinney did not disclose speech recognition or determining a phase of a call using speech recognition. The examiner agreed to review Mewhinney in light of this argument and to issue a further Office Action if necessary.

Respectfully submitted,

/Scott T Wakeman #37750/

Scott L. Lowe, Reg. No. 41,458

Scott T. Wakeman, Reg. No. 37,750

PO BOX 1364
Fairfax, VA 22038-1364
1.703.621.7140

Date: February 27, 2009